

Allure Walk In Tubs - Home Depot FAQ - buying a walk-in tub

FREQUENTLY ASKED QUESTIONS

Q. Does the bathtub come with supply hoses?

A. These are not supplied with the tub. Hoses are available at any home supply or hardware store.

Q. What size threads are the faucet taps?

A. The faucet threads are all 1/2" NIP.

Q. What if I am missing a part?

A. Carefully double-check all packaging and cartons. If you are still missing a part please call 877-629-5503 and ask for the Parts Department.

Q. There seems to be no power to the tub.

A. Check to be sure the top light ON/OFF on the keypad is ON (indicator light should be illuminated). Check GFCI and/or Circuit Breaker. During initial Installation testing, if tub will not operate be sure that the ground is dedicated and does not have any stray voltage present—this will cause the control box not to energize.

Q. The water jets (or air jets) do not come on.

A. Be sure there is power to the tub. (See question 4 above). If air jets operate but water jets do not, be sure the water jet sensors are below the water level. (see page 17 of manual).

Q. The bathwater does not stay warm.

A. The heater operates automatically when the water pump feature is turned on. If the water pump is not on then the heater will not function. The heating system is designed to maintain water temperature of 104°. If water jets are on and temperature is not maintained, remove access panel and check to be sure red light is illuminated on inline heater when water jets are in operation.

Q. During cold winter months my tub will not fill up with enough hot water.

A. Home water heater capacity too small. Install a larger-capacity hot water heater, a fast-recovery hot water heater, or an on-demand hot water heater.

Q. How should I clean the tub?

A. See page 18 of manual.

Q. What is the round chrome object in the bottom of the doorway?

A. This is a door drain, a safety feature which allows excess water to drain away from the doorway in the event of a door seal leak, and to drain away standing water in the door sill after bathing.

Q. Should I leave the bathtub door open or closed when I am not using it?

A. Always leave the door open when not in use. This prevents the door seal from becoming compressed over time, leading to premature failure. It can also prevent small pets from falling into the tub and becoming trapped.